

Memorandum

TO: Mayor and City Council

FROM: Bob Morgan, Interim City Manager

DATE: September 18, 2009

SUBJECT: Items for Your Information

IFYI HIGHLIGHTS

- Contact Center Feedback
- Human Trafficking
- Transportation Director Selected
- Energy Efficiency and Community Block Grants

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of 9/07/09- 09/13/09.
(Attachment 1)

Human Trafficking

A "Human Trafficking" page was added to our InfoCaster Bulletin Board System on Thursday, August 6, 2009. Channel 13 was provided the Human Trafficking Posters in late July. The posters were reviewed to determine the best approach to get the information on our InfoCaster bulletin board system, and Officer Coates, from the Vice-Narcotics Division was consulted for his input. He provided us with a valid contact number for viewers. With space limitations on each page, and to keep it legible for television, the information was distilled to the most important data.

The page is included in our Police pages and airs once an hour. The page will run indefinitely unless the information changes, at which point, we will make the needed changes and get it back on the air.

Announcement of GDOT Director

I am pleased to announce my choice of Adam Fischer as Director of Transportation, succeeding Jim Westmoreland in this important role. It is always a pleasure to promote within, particularly after conducting a thorough external search. Adam's credentials, his experience and service to Greensboro make him uniquely qualified to lead Greensboro transportation efforts. Please join me in congratulating Adam Fischer, Director, Greensboro Department of Transportation.

Energy Efficiency and Community Block Grants

The City of Greensboro's Energy Efficiency & Conservation Strategy (EECS) is due to the U.S. Department of Energy on December 3, 2009. The EECS is required in order to access the funds the City of Greensboro has been allocated under Energy Efficiency & Conservation Block Grant Program (\$2,544,900). City Staff is working with the Community Sustainability Council to develop the strategy for City Council approval. Two successful public workshops were held in July, an online survey was posted on the City's website also in July and three focus groups discussions have been held to engage the citizens of Greensboro in a discussion of needs, and possible priorities for the strategy. Additional public meetings are being planned for early October. City staff will present the EECS for Council's consideration at their November 17th meeting.

ATTACHMENT 1
Public Affairs Department
Contact Center Weekly Report for the Week of 9/07/09- 09/13/09

Contact Center

4369 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 1282
New customer - 187
Bill extension - 121
Request to cutoff - 117
Constr. & Maint. - 56

Field Operations

Bulk guidelines - 88
Appliance pick up - 63
Holiday schedule - 52
Repair green can - 37
No service green - 36

All others

Police/Watch Operations – 250
Warrants - 150
Landfill/Transfer/HHW – 104
Sheriff - 50
Online payments - 43

Comments (7 received)

- 1 comment for **Finance**: Email comments - (in response to a dialogue about online payment fees). Mary, thank you for your reply. I didn't believe that I'd get an email from an actual person. I think that would be a great savings for the city and its citizens. I hope that you have a fabulous week.
- 4 comments **for Field Operations**:
 - Someone from street repair (with the City) moved her can this morning for repairs and didn't move it back so that the trash truck could access it - she was upset that she had to go back out and move it again, didn't think that was right, no action necessary, just wanted to report this - note, this probably means can was in the street and not on the curb.
 - Response has been great, thanks for repairing the potholes so quickly when I reported them.
 - Resident called last week and requested maintenance at a neighborhood park - she wanted to call and thank whoever did the work; staff trimmed the border around the Lynhaven playground area; she really appreciated it.
 - Lois wanted to note that our solid waste crews are among the nicest people out there. She is 80 years old, and when she was struggling to get an item out to the curb, a solid waste driver saw her and stopped to help her get the item down her driveway. She thanks the city for being so courteous.
- 1 comment for **Transportation**: Called to compliment the new push button controls for ped crossing at this intersection - they're so much better than the old ones, you can get across safely - thank you!
- 1 comment for **Water Resources**: Resident wishes that we had e-bill option, suggests that people who receive an e-bill should not have to pay the convenience fee to pay their bills online.

Overall

Our four-day week after the holiday was steadily busy, with our busiest day on Tuesday. Staffing was affected by our departmental meetings and strategic planning sessions, resulting in a slightly higher-than-usual abandonment rate. Still, we were well within range of our goal, and callers were patient with the occasional resulting wait.

Most callers seemed to be aware of the schedule changes caused by the holiday. Otherwise, we received the normal mix of calls.